

Volunteer role description

Patient Transport Administration Volunteer

Department	Community Programs
Availability	Ongoing
Location	Bendigo
Category	Working in our Services and Programs Contributing to our operational work

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

The Patient Transport Administration Volunteer works collaboratively with the Convenor and the team to ensure effective delivery of the Patient Transport Service in accordance with the policy and procedural guidelines. Administration volunteers are responsible for receiving and assessing client referrals for transport and liaising with volunteers, clients and referring agencies.

Role responsibilities

- Answer phone enquiries from clients and referring agencies
- Process email referrals from referring agencies
- Enter data into an excel spreadsheet database
- Liaise with clients and volunteer drivers regarding bookings and pick up times
- Confirm appointments with clients
- Assess requests for transport in accordance with operational policy and procedural guidelines
- Create and distribute job sheets to drivers detailing all requirements
- Assist in banking and recording client donations
- Respect the privacy and confidentiality of clients
- Become familiar with the Patient Transport Service Operational Policy and Procedures Manual
- Inform prospective referring agencies about booking procedures and requirements
- Inform referring agencies and clients of alternative transport providers if unable to assist

Knowledge, skills and experience

- Interest in providing a humanitarian service and ability to work within the Fundamental Principles of the Red Cross Red Crescent Movement (being Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality)
- Ability and willingness to adhere to Red Cross and Patient Transport policies and procedures
- High level of customer service and communication skills
- Ability to work and contribute positively in a team environment

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- A high level of computer literacy, including confidence using web-based email and the Microsoft Excel program
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Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
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Learning and development

- Complete Red Cross online learning modules as required
 - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
 - Attend scheduled volunteer meetings, a minimum of two per year
 - Participate in Indigenous Cultural Competency Training
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General conditions

We act always in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
